

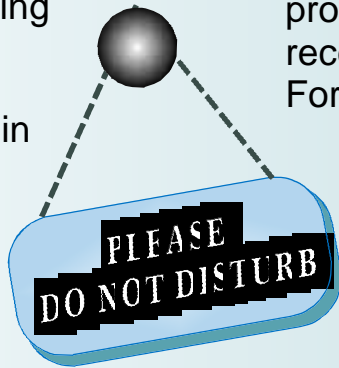
Nursing Home Residents' Rights

Personal Privacy—What Does That Mean?

You have the right to expect personal privacy. Among other things, personal privacy means staff members will not expose your body or invade your privacy unnecessarily.

Staff will protect your privacy by:

- ▼ Announcing themselves or knocking on the door before entering your room or going behind the privacy curtain.
- ▼ Closing the door to your room and pulling the privacy curtain when providing or assisting you with personal care.
- ▼ Providing personal care in a manner so that others do not view your unclothed body.
- ▼ Assuring privacy and safety while you are using the toilet.
- ▼ Transporting you to the bathing facilities in such a manner that you are not exposed.
- ▼ Assuring privacy and safety while you are bathing.
- ▼ Assuring privacy of your health and financial records, except when those records are needed by another health facility when you transfer or when the release of those records is required by law.



These guidelines are intended to both protect your personal privacy and provide for your safety while you are receiving or completing personal care. For additional information about your right to personal privacy, you may contact the Department of Health Services, Licensing and Certification District Office or the Ombudsman Program in your county. The telephone numbers for both agencies are posted in your nursing home.

Licensing and Certification District Offices:



Alameda	(866) 247-9100	Riverside	(888) 354-9203
Bakersfield	(866) 222-1903	Sacramento	(800) 554-0354
Chico	(800) 554-0350	San Bernardino	(800) 344-2896
Contra Costa	(800) 554-0352	San Diego North	(800) 824-0613
Daly City	(800) 554-0353	San Diego South	(866) 706-0759
Fresno	(800) 554-0351	San Jose	(800) 554-0348
Los Angeles	(800) 228-1019	Santa Rosa	(800) 554-0349
Orange	(800) 228-5234	Ventura	(800) 547-8267
Redwood Coast	(866) 784-0703		